

Cocoa Beach Police Department

Standard Operating Procedure



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1. **PURPOSE**

To provide guidance on the operation and administration of the Cocoa Beach Police Department's communications.

2. **SCOPE**

This policy applies to all members of the Cocoa Beach Police Department.

3. **POLICY**

The Cocoa Beach Police Department's Communications Center is the primary communication link between the City of Cocoa Beach's Public Safety entities and the citizens we serve. The procedures and guidelines in this directive address the areas of responsibility for which all members are accountable, including but not limited to how calls for service are received, evaluated, prioritized and dispatched, as well as specific emergency operation procedures.

4. **MISSION STATEMENT**

Promptly and efficiently dispatch police, fire and emergency medical services with professionalism, integrity and compassion.

Provide exceptional customer service while maintaining effective communication to ensure the safety of personnel and the general public.

5. DEFINITIONS

- A. AEAN (Alternate Emergency Access Number) - A 10-digit unlisted number, answered on a 24/7 basis, used to receive Voice over Internet Protocol calls until these calls can be delivered to the selective router serving the PSAP. It can also be utilized to receive misrouted calls from other PSAPs not within the selective routing service area, operator-assisted emergency calls, default-routed wireless calls, calls routed to the PSAP via private call centers, and calls relayed from telecommunications relay services.
- B. ALI (Automatic Location Identification) - The automatic display at the PSAP of the telephone number, the address/location of the telephone and supplementary emergency services information from which a call originates
- C. ANI (Automatic Number Identification) - Telephone number associated with the access line from which a call originates. (NENA Glossary)
- D. CAD (Computer Aided Dispatch) - A system to record criminal and non-criminal requests for service.
- E. CALL NUMBER - A number assigned to all computer-generated activities.
- F. CASE NUMBER - A sequential number assigned to an event that is processed through the Communications Center.
- G. COMMUNICATIONS TRAINING OFFICER (CTO) - an experienced telecommunications officer assigned by the Chief of Police, or designee, responsible for providing on-the-job training and evaluating recruit telecommunication officers' performance.
- H. EMERGENCY TRAFFIC - Cessation of all radio traffic, except by personnel responding to a specific emergency situation.
- I. FCIC - Florida Crime Information Center
- J. FORTIFYFL - School Safety Tip Reporting System
- K. HAZMAT - Hazardous materials as identified by the State of Florida, Department of Transportation, Brevard County Public Safety Department, Cocoa Beach Fire Department, or the Department of Environmental Protection.
- L. NCIC - National Crime Information Center
- M. NFPA - National Fire Protection Association
- N. PSAP (Public Safety Answering Point) - An entity responsible for receiving 9-1-1 calls and processing those calls according to a specific operational policy. NENA glossary
- O. REBID - Re-request the ALI to receive the caller's location information or to receive updated location information
- P. RECRUIT TELECOMMUNICATION OFFICER - A newly hired full-time or part-time communication officer who is undergoing preliminary department training in the Communications Training program. The recruit telecommunication officer may also be referred to as a trainee.
- Q. TALKGROUP - A designated radio group, designed for single or multi-site utilization.
- R. TELECOMMUNICATIONS DEVICE FOR THE DEAF OR TELETYPEWRITER (TDD/TTY) - A special telecommunications device that allows people who are deaf, hard of hearing or speech-impaired to use the telephone to communicate, by allowing them to type messages back and forth to one another instead of talking and listening. A TDD or TTY is required at both ends of the conversation in order to communicate.
- S. TELECOMMUNICATIONS OFFICER (TCO) - Employee of the Cocoa Beach Police Department assigned to the Communications Center, who processes incoming telephone calls, radio transmissions, and computerized information.
- T. TELECOMMUNICATIONS RELAY SERVICES (TRS) - A service that provides communication relay between TDD/TTY users and voice telephone users, via a third party, for communication assistance.
- U. VPI Recorder - Voice Print International Recorder

6. TRAINING

- A. Recruit Telecommunication Officer Training
 - 1. All recruit telecommunication officers must work under the direct supervision of a certified 911 Public Safety Telecommunicator. (CFA 25.15MB)

2. The Chief of Police will designate a 911 Public Safety Program Coordinator. The 911 Public Safety Program Coordinator is responsible for ensuring that the 911 Public Safety TCO training program and the instructors are approved and certified by the State of Florida Department of Health.
 - a. Cocoa Beach Police Department does not have its own approved Department of Health certification program for communications officers. However, the Department does use those agencies/schools that do have an approved Department of Health 911 Public Safety Telecommunicator Certification Program. (CFA 25.13MAB)
 3. Within twelve (12) months of assignment all trainees must complete a Florida Department of Health approved 911 Public Safety TCO training program and successfully pass the state test to become a State of Florida certified 911 Public Safety TCO. (CFA 25.15MAC) (CFA 25.14M)
 4. The trainees' on-the-job training is sixteen (16) weeks consisting of a 5-phase training and evaluation schedule, rotating through different shifts and assigned to different communication training officers. Successful completion of the Communication Training Program requires the trainee to sufficiently demonstrate the ability to perform as a solo telecommunication officer during the fifth phase.
 - a. Phase I is one (1) week in length. The trainee shall complete policies and training as assigned through PowerDMS. Trainees should also tour the city for geography training.
 - b. Phase II consists of five (5) weeks on the same shift and the trainee can expect to continue the aspects learned in phase I, process incoming non-emergency calls for service, and begin Law Enforcement radio transmissions.
 - c. Phase III consists of five (5) weeks on the same shift and the trainee can expect to continue the aspects learned in phases I and II, process FCIC/NCIC requests, E911 calls, and begin Fire radio transmission.
 - d. Phase IV consists of four (4) weeks on the same shift and the trainee can expect to continue all aspects taught in phases I, II and III. During this phase, the trainee should be able to perform with little to no intervention by the Communication Training Officer.
 - e. Phase V, commonly referred to as final phase or clearance, consists of one (1) week, in which the trainee is typically assigned to the Communications Supervisor for observation. The trainee's responsibility is to execute 100% of communication functions, as a TCO is expected to perform. The Communication Supervisor should not actively participate in communication functions.
 - B. Continuing Education

All Telecommunications Officers are responsible for meeting the recertification of their 911 Public Safety TCO certification. (CFA 25.14M) State biennial training requirements are limited to a maximum number of hours in the following categories:

1. Journal review	12 hours
2. Workshop/Seminar/Classroom	16 hours
3. Multi-media	12 hours
4. QA/QI Review	12 hours
5. Planning and Management Meetings	12 hours
6. Teaching	12 hours
7. Protocol Review	12 hours
 - C. The Communications Manager, or designee, shall be responsible for ensuring all training requirements are met.
7. **SECURITY OF THE FACILITY**
- A. Security of Members and Facility (CFA 25.01MA)

The Communications Center is a physically secure area. Entry will be made by the use of proximity cards, key fob or electronic release by authorized personnel within the Communications Center. Prior to releasing the electronic locks for entry, the person permitting the entry will ensure that the person requesting entry has authorized access. The following procedures are designed to protect the security of the communications center and only those members having official business will be allowed access.

 1. The only persons authorized to access the Communications Center are:
 - a. Chief of Police

- b. Deputy Chief of Police
 - c. Major
 - d. Lieutenants
 - e. Sergeants
 - f. Corporals
 - g. Officers
 - h. Communications personnel
 - i. Other personnel at the direction of an authorized supervisor
 - j. Authorized vendors, Information Technology, Public Works, and Fire Department personnel who have at a minimum CJIS security awareness training certification and have undergone a fingerprint-based background check.
2. The following persons are permitted restricted access to the Communications Center, provided they are documented on the Communications Center entry log, a name based criminal history check is completed, and are escorted by a CJIS certified person when in proximity to confidential information (NCIC/FCIC equipment, personnel logs, 9-1-1 data, etc.):
 - a. Tour groups with supervisory approval
 - b. Other short-term visitors with prior supervisory approval
 - c. Upon leaving the Communications Center, the visitor will sign-out on the communications center entry log
- B. Equipment Security (CFA 25.01MBC)
1. The VPI Recorder server, Positron 911 equipment, GEOComm Map server, and the FDLE router are all securely housed within Communications Center. (CFA 25.03MB)
 2. Antenna Tower Protection: The Cocoa Beach Police Department operates communications on an 800 MHz communications system. Brevard County Emergency Management has secured facilities for the protection of this communication system. Brevard County Emergency Management maintains backup generator systems at each of the tower locations.
 3. The backup generator is in a secured area and provides emergency power to the Department. The backup generator will be tested monthly by City of Cocoa Beach Public Works personnel. (CFA 25.10M)
 4. In the event of a power failure, the Uninterruptible Power Supply (U.P.S.) will maintain power until the emergency generator activates. The system is designed so that no loss of power occurs to the Communications Center.
8. **9-1-1 and AEAN (Alternate Emergency Access Number)**
- A. The Cocoa Beach Police Department maintains a toll free enhanced 911 system for emergency calls, 24 hours a day.
 1. All calls will be answered in order of priority. First priority will be given to 911 lines, and the Alternate Emergency Access Number.
 2. Ninety percent (90%) of all 911 calls arriving at the PSAP shall be answered within ten (10) seconds. (Florida Administrative Code Chapter 60FF-6.005 (1) (b))
 3. TCOs will answer 911 lines using a common statement to relieve any apprehension that the caller has reached the proper agency. The common statement shall be: "911 what is the address of your emergency?" TCOs will determine the nature of the emergency being reported as quickly as possible.
 4. Listen effectively to ensure information is complete and correct; reflect a pleasant business-like personality through vocal communication; use a calm voice at all times; use simple, straightforward language; explain holds and delays; and terminate calls positively and courteously.
 5. Wireless Phase I (WRLS) 911 calls delivered to the PSAP with a WRLS class of service will display the wireless phone call back number, the location of the tower that is handling the call, the wireless phone service provider and the direction of the antenna array on the tower handling the call.
 - a. The TCO receiving this call will rebid within 30 seconds in an attempt to obtain improved location information (State of Florida E911 Plan)

6. Wireless Phase II (WPH2) 911 calls delivered to the PSAP with a WPH2 class of service will display the wireless phone call back number, the location of the tower that is handling the call, the wireless phone service provider, the direction of the antenna array on the tower handling the call, and the approximate location of the wireless caller based on the latitude and longitude coordinates determined by the system. The Federal Communications Commission (FCC) sets standards for Phase II location accuracy and reliability.
 - a. The TCO receiving this call will rebid within 30 seconds in an attempt to obtain improved location information (State of Florida E911 Plan)
 7. If there have been no 911 calls received for an extended time interval, a test 911 call shall be made to ensure that the system is operational. This shall be done at least once every 8 hours, if no calls have been received. (Florida Administrative Code Chapter 60FF-6(5)(a)).
- B. Misroutes and Transfers
1. Each telecommunications device capable of accessing 911 in Brevard County is tagged with an Emergency Service Number (ESN) which defines for each device the Primary PSAP to which the call is to be routed, the responsible law enforcement agency, the responsible fire department and the responsible emergency medical service agency.
 2. In the event that a 911 call is routed incorrectly, TCOs will obtain pertinent information for the caller, the location and nature of the emergency, and a call back number. The call shall be properly routed with a single button transfer to the correct PSAP in Brevard County, advising the caller: "Please do not hang up; I am connecting you with (name of the agency)." The TCO will advise the answering PSAP that the call is a transfer from Cocoa Beach relaying any pertinent information. Once the TCO is confident that the connection has been completed successfully they can disconnect. (CFA 25.05M) (Florida Administrative Code Chapter 60FF-6(5)(b)(1-3))
 - a. 911 Inquiry Forms shall be completed and submitted to the Communications Supervisor and the Brevard County 911 Administration Office for any invalid telephone, address information, or misrouting of calls due to incorrect ESN numbers. Once the transfer is complete, the TCO will print the 911 screen, complete a *911 Inquiry Form* (Appendix A) and fax forms to the Brevard County 911 Administration office at 321-690-6871 or 321-690-6842. The TCO will complete as much information as possible, to include:
 - 1) PSAP name
 - 2) Operator
 - 3) Date of Call
 - 4) Time of Call
 - 5) Was the call transferred to you?
 - 6) Did you transfer the call?
 - 7) Check the box that applies:
 - a) ALI Record Not Found (RNF), a phone number is displayed followed by RNF
 - b) Wrong ALI, the wrong location is displayed
 - c) Misroute, the call was routed to the wrong PSAP through the ESN
 - d) No ANI display, no phone number is displayed
 - e) Wrong ANI display
 - (1) ANI Failure (911-00xx or 000-0000)
 - (2) Anonymous Call
 - (3) No ALI display
 - (4) Spurious call (did not call 911-static only heard)
 - (5) Other
 - 8) Displayed information
 - 9) Caller corrected information
 - 10) Any comments
 - 11) Trouble ticket number if AT&T was notified of call
 3. If the caller needs to be transferred to an agency outside of Brevard County, refer to the *National Emergency Number Association (NENA) PSAP Registry*, and search for the agency being requested. Once the 24-hour phone number for that agency has been located, advise the caller, "Please do not hang up, I am connecting you with (agency)." Transfer the caller to the

- 24-hour number using the flash and the 10 digit phone number. When the agency answers, the TCO will advise the answering PSAP that the call is a transfer from Cocoa Beach relaying any pertinent information. Advise the answering PSAP that when you disconnect they will be connected to the caller.
4. When a call is transferred to another PSAP, the transfer procedure shall not exceed 30 seconds for 95% of calls. (*NFPA 1221 7.4.4*) With a transferred call, the caller must never be procedurally required to talk with more than two people. There shall be no inherent double transfers. (Florida Administrative Code 60FF-6.005(5)(b))
- C. Abandoned or Hang Up Calls
1. When experiencing abandoned or hang up calls, the TCO will attempt to call back when a 911 call is routed to the PSAP and the call disconnects before personnel can determine if assistance is needed.
 2. Personnel will call the number back once to make this determination. If the phone is busy or there is no answer, additional attempts to contact the caller will not need to be made by TCO, unless the TCO believes that there is need for public safety response or otherwise directed.
 3. Follow call processing procedures for a 911 Hang up in the current *Cocoa Beach Police Communications Officer Call Taking Guidelines* (Appendix B) (CFA 25.05M)
- D. Silent Calls or Open Line Calls
1. In compliance with the Americans with Disabilities Act, all silent calls will be interrogated with a TTY/TDD to determine if the caller is attempting to report an emergency using a communications device for the hearing or speech impaired.
 2. If caller responds with a TTY/TDD, follow procedures in the Call Processing section of this policy.
 3. Follow call processing procedures for a 911 Open Line in the current *Cocoa Beach Police Communications Officer Call Taking Guidelines*. (CFA 25.02)
- E. 911 Misdial
1. A call is classified as a 911 misdial when the caller stays on the line and admits to the misdial.
 2. Follow call processing procedures for a 911 misdial in the current *Cocoa Beach Police Communications Officer Call Taking Guidelines*.
- F. Unintentional 911 Call
1. A call is classified as unintentional when the TCO can hear conversation, radio, etc. in the background and has listened sufficiently and checked with a TTY/TDD to determine that there are no indications of an emergency situation.
 2. Follow call processing procedures for a 911 misdial in the current *Cocoa Beach Police Communications Officer Call Taking Guidelines*.
- G. 911 Abuse
1. 911 services must be used solely for emergency communications by the public.
 2. Any person who accesses the number 911 for the purpose of making a false alarm or complaint or reporting false information that could result in the emergency response of any public safety agency violates F.S.S. 365.172 and could be subject to arrest.
- H. Non-English Speakers (CFA 25.12M)
1. If a non-English speaking call is received via the 911 system, it is assumed that the caller is requesting emergency services.
 2. The TCO will transfer the call to the interpreter service provider chosen by Brevard County 911 Administration utilizing a one button transfer, brief the interpreter and follow current *Cocoa Beach Police Communications Officer Call Taking Guidelines*.
9. **DEVICE FOR THE DEAF/TELETYPEWRITER TELEPHONE RELAY SERVICE** (CFA 25.02)
- A. Each call taker position is equipped with TDD/TTY integrated equipment for auto-detection of TDD/TTY tones. (Florida Administrative Code 60FF-6.005(3)(d))
 - B. When initially answering the emergency calls, TCOs shall follow the established phone answering procedures.
 - C. If the TCO is unable to establish voice communications, but determines that the line is silent, open, hears beeping tones, or hears a voice recording with a message stating that this is a TDD/TTY call; the TCO should immediately initiate a TDD/TTY response. (Florida Administrative Code 60FF-6.005(3)(d))

- D. When initiating a response with a TDD/TTY, the TCO should send the preprogrammed message or free-type on the direct connect or phone system, "911 Where is your emergency Q GA"
 - E. When the caller responds back using a TDD/TTY, the Telecommunications Officer shall follow *Cocoa Beach Police Communications Officer Call Taker Guidelines*
 - F. Etiquette
 - 1. Only one person can communicate at a time
 - 2. The letter Q must be included when asking a question
 - 3. Each message should end with GA (Go Ahead) , SK (Stop Key), GASK (Go Ahead or Stop Key) or SKSK (Stop Key Stop Key)
 - G. In transfer situations, due to misroute or the need of Emergency Medical Services, the call shall be transferred as you would with a voice call
 - H. Voice Carry Over (VCO)
 - 1. The TCO will reply to a TDD/TTY caller with a hearing disability via the TDD/TTY.
 - a. Hearing Carry Over (HCO)
A speech impaired TDD/TTY caller will listen to the TCO and respond via TDD/TTY.
 - b. Telecommunications Relay Service
 - 1) Some TDD/TTY callers may use a relay service.
 - 2) Relay services will identify that he or she is a relay operator. Calls will be processed as if talking to the caller following the *Cocoa Beach Police Communications Officer Call Taker Guidelines*
 - 3) Prior to disconnect, if possible, advise the caller that they can contact Cocoa Beach Police and Fire directly at 911.
 - 4) While some speech or hearing-impaired persons prefer to use relay service, it is against ADA to request or require them to do so.
 - c. Training
 - 1) Initial TDD/TTY training is conducted during Phase I of training.
 - 2) Refresher training is conducted at a minimum every six months, to include Americans with Disabilities Act requirements, practical instruction on identifying and processing TDD/TTY calls, abbreviations, and hands-on experience.
 - d. Maintenance and Testing
 - 1) TDD/TTY equipment shall be tested at minimum twice weekly during each shift (Florida Administrative Code 60FF-6.005(8)(c))
 - 2) Testing is expected to cover each operator and each position
 - 3) Testing shall be documented. Documentation shall be provided to the Communications Supervisor to be routed to the Training Coordinator or designee.
10. **QUALIFIED INTERPRETER FOR DEAF AND HEARING IMPAIRED (CFA 25.16M)**
- A. If written or other communication is not successful, the department member shall be required to notify the person who is deaf or hearing impaired of his or her right to an interpreter. The interpreter services shall be provided not only to suspects and arrestees, but also to victims, complainants and witnesses.
 - B. If the person who is deaf or hearing impaired requests an interpreter, the On-Duty Shift Supervisor shall attempt to determine what type of communication (American Sign Language or Signed English) is needed or if the person who is deaf or hearing impaired speaks another language as their primary language.
 - C. The On-Duty Shift Supervisor will contact the Communications Center and request that a qualified interpreter be contacted.
 - D. The Communications Center shall utilize their list of qualified interpreters for the deaf and hearing impaired and make contact with an interpreting service to make arrangements for a qualified interpreter to respond.
11. **ADMINISTRATIVE PHONES**
- A. Be ready to receive calls by maintaining a well-organized area
 - B. Answer calls promptly and courteously. Identify the Cocoa Beach Police and Fire Departments and the TCO's name (i.e. Cocoa Beach Police and Fire, this is John).
 - C. Treat each call as an emergency until otherwise determined
 - D. Listen effectively to ensure information is complete and correct

- E. Reflect a pleasant business-like personality through vocal communication; use a calm voice at all times; use simple, straightforward language; explain holds and delays; and terminate calls positively and courteously.
- F. If the call being handled is not of an emergency nature, and there are incoming calls which need to be answered, explain to the caller that you are placing them on hold to answer emergency or other incoming lines.
- G. When answering the other lines, follow your greeting by asking the caller if they have an emergency, or if they can please hold. Return to the first call placed on hold.
- H. When placing an outgoing call that did not originate as a 911 call, the receiving party will be advised that the line is being recorded. (*Advisory Legal Opinion AGO 2012-07 January 25, 2012*)

12. CALL PROCESSING

- A. Upon receiving call requesting public safety assistance, it shall be the responsibility of the TCO to recognize and prioritize the necessity of the call.
- B. Reports of distress or imminent danger to the life or safety of citizens shall be handled with the highest priority.
- C. The TCO shall create a call in CAD for all requests for service or reports of crimes.
- D. The TCO must determine the nature of the call, categorize it as emergency or non-emergency; in-progress, just occurred or past event (not in progress), and identify which responders are needed to handle the situation.
- E. A call can be classified as requiring law enforcement, emergency medical services, fire department response or any combination of the three (3).
- F. An emergency call is a call where life is known to be in immediate danger. Situations may evolve into a life-threatening situation, an in-progress call or just occurred call where the offender may still be in the area and prompt dispatch is necessary for citizen safety or offender apprehension.
 - 1. Emergency calls should be processed, the time frame from when the call is answered to when a unit is dispatched, within 90 seconds 90 percent of the time. (NFPA 1221 7.4.2.2)
- G. TCOs are **not** authorized to provide first aid information. All first aid and medical emergency functions are provided by Brevard County Fire Rescue (BCFR). All calls requesting medical assistance will be transferred to that secondary PSAP via a single button transfer by the TCO. The TCO will remain on the line with the caller until contact is made with BCFR dispatch personnel. The TCO shall continue to monitor the transferred call to ensure an appropriate and effective response to a medical emergency call that might or will involve a Cocoa Beach Fire and/or Police Department response. (CFA 25.11M)
- H. The TCO shall complete the call with as much information as practical and document in CAD, as directed by the *Cocoa Beach Police Communications Officer Call Taking Guidelines*
- I. If the original caller does not or cannot provide sufficient information to complete the call, the TCO shall be encouraged to use alternate sources of information available, (i.e.: previous calls, Records Management System, teletype resources, cross-reference web search engines).
- J. Specifics for each signal or call type can be referenced in the *Cocoa Beach Police Communications Officer Call Taking Guidelines*
- K. The decision to assign a call for service to a particular field unit is the direct responsibility of the TCO. Several factors may affect this decision such as the current status of patrol units, unit location, and the priority of the call. Each of these factors will be different for each call for service and each call must be considered individually when determining the number of officers and response to an incident (refer to *Cocoa Beach Police Communications Officer Call Taking Guidelines*). All attempts should be made to dispatch calls to field personnel assigned to the zone in which the service is needed. Should the call require back-up units, roaming zone officers will be used first. If the zone unit and roaming units are busy, the officer in an adjacent zone will be dispatched. The TCO has the authority to assign primary units, back-up units, change assignments as conditions dictate, and direct units to break away from low priority calls to handle high priority situations. The Shift Supervisor can redirect units at their discretion. (CFA 25.09ME)
- L. The Communications Center will notify the On-Duty Shift Supervisor whenever there is a call for service holding. In the event the call is holding longer than 30 minutes, contact will be made with the complainant explaining the delay.

- M. TCOs will dispatch calls using proper radio etiquette, signals and ten codes where applicable. (*Cocoa Beach Police Communications Officer Call Taking Guidelines*)
 - 1. Any citizen contact will be logged via radio to communications.
 - 2. TCOs are responsible to ensure accurate documentation of times and narrative.
- N. After a unit arrives on scene, TCOs will make contact with the unit within five (5) minutes, if the unit has not made contact within that time period with communications or another unit. Subsequent status checks will be made on the unit assigned to an incident within ten (10) minutes if further contact is not made with communications or another unit. Depending on the nature of the incident, contact intervals may vary. (CFA 25.09MF)
- O. TCOs will contact a unit hourly if the unit has not made contact with communications or another unit. (CFA 25.09MF)

13. RADIO PROCEDURES

- A. The Cocoa Beach Police Department Communications Center provides continuous 24-hour radio communications between the Communications Center and members on duty. (CFA 25.17M) The City of Cocoa Beach operates on a Federal Communications Commission (FCC) radio station license. TCOs will be issued and are required to wear headsets at all times. The only exceptions are during lightning storms that may create a hazard, or malfunction of the headset or connecting hardware. Any headset malfunction or damage shall be reported immediately, via email, to the Communications Supervisor.
- B. Users will, at all times, exhibit professionalism when utilizing City communications equipment. Users will speak clearly, and transmission will be concise. Messages should be prepared before transmitting. During long messages users shall pause each 15 to 20 seconds to allow units to document information or to make urgent radio transmissions. All pertinent information shall be transmitted to field units when calls are dispatched, to include: complete suspect and vehicle descriptions, weapons information, and persons known or believed to be violent.
- C. Units calling Communications will utilize their assigned radio number and suffix the transmission with "Cocoa Beach". The TCOs will prefix their transmissions with "Cocoa Beach" and address the unit by their assigned identification number. (CFA 25.09MC)
- D. Shift supervisors shall provide the on-duty shift roster to the Communications Center as soon as practical after the start of their shift. (CFA 25.06MA-B)
- E. TCOs assigned to a radio position are responsible for assignment of all calls and the proper documentation of each officer's duty status in the CAD system.
- F. All personnel will advise the Communications Center via radio the following: (CFA 25.09MAB)
 - 1. On duty
 - 2. Off duty
 - 3. In-service
 - 4. Out of service
 - 5. En-route to a location.
 - 6. Arrival at a location
 - 7. Changes in their location or status while performing call for service duties
 - 8. Clearing of a scene
 - 9. Location or contact means when away from their assigned vehicle
 - 10. Requests for Case Report number
 - 11. Change to the call type prior to disposition of the call
 - 12. TCO will ensure the above information is documented in the CAD system
- G. All personnel shall advise the Communications Center via radio when there is citizen contact or threat to officer safety. Such activity includes but is not limited to the following: (CFA 25.09MAB)
 - 1. When stopping a vehicle for any reason
 - 2. Their location or status when investigating suspicious persons or incidents
 - 3. When involved in a situation requiring emergency radio traffic
- H. All Cocoa Beach Police Department radios are equipped with an emergency signal transmit button. Emergency button activations will display on the currently selected talk group. The display will turn red and reflect the assigned alias or Logical Identification (LID) number. In the event of an emergency alert button activation the TCO will, without delay:

1. Attempt to verbally contact the unit in order to determine if there is a need for additional assistance. If the unit advises yes, or there is no response from the unit, the TCO will:
 - a. Depress the alert tone for three (3) seconds, advise of emergency radio traffic for the unit and the units last known location and any pertinent information to the situation TCO with then advise the On-Duty Shift Supervisor and two units to respond.
 - b. Cancellation of the activation will occur when the initiating unit provides the proper cancellation information, or when the On-Duty Shift Supervisor determines that the emergency traffic can be cleared.
 2. Once the determination has been made that the activation was accidental, the TCO will clear the emergency.
- I. Emergency radio traffic can be initiated by personnel on or responding to a call for service, the On-Duty Shift Supervisor, or the TCO. Emergency radio traffic shall be used in the following situations:
1. It is reasonable to believe that a danger of loss of life or serious bodily injury to a person exists.
 2. A forcible felony in progress or just occurred, whether the suspect is in the area of the crime scene
 3. Vehicle or foot pursuits
 4. Building searches
 5. Whenever requested by a unit
 6. When emergency radio traffic is initiated by an officer, the TCO will activate an alert tone for approximately three (3) seconds and will then provide the unit radio number, location, and re-broadcast the event type, non-emergency traffic switch to TTY.
 7. When emergency radio traffic is initiated by a TCO, the TCO will activate an alert tone for approximately three (3) seconds and will provide over the radio the following: "Cocoa Beach to all units 10-33 for (state call type) at (state location)". Rebroadcast the call type and location and then advise "non-emergency traffic switch to TTY."
 8. Units not involved in an emergency situation will not broadcast on the radio talk group with emergency traffic unless that unit has emergency traffic. When a unit not involved in an emergency transmits on the emergency channel the TCO will announce "ten thirty-three (10-33) traffic, switch to TTY."
 9. When a unit on scene advises 10-33 traffic can be cleared the TCO will announce; "all units 10-66, 10-33 traffic, 10-66, 10-33." Switch to TTY and advise all units to return to the primary channel.
- J. Interacting Agencies (CFA 25.09MD)
1. TCOs may interact with other agencies via telephone, teletype or radio depending on the urgency and nature of the situation.
 - a. Personnel should utilize the countywide talk group to expedite the exchange of information to other agencies. TCOs using Countywide will clearly identify themselves as "Cocoa Beach." Plain talk should be used on this channel as signals and ten codes vary by agency.
 - b. The available talk groups for multijurisdictional incidents include Countywide, Alert 1,2,3,4 and EOC.
 - c. In the event we request mutual aid from another agency, during an emergency, TCOs will request an available talk group from Brevard County Sheriff's Office (BCSO). TCOs will patch CBP COM to the assigned talk group to allow communications with the assisting agency. As with all other emergency radio traffic, the units on scene will advise communications when the traffic can be cleared, as described in section "M9" above. At that time the patch will be cleared.

14. RECORDER

- A. All operational radio and telephonic signals are recorded upon master recording system per F.S.S. 934.03(3) (g) (2) and will be held ninety (90) days. (CFA 25.03MA) Radio and telephonic signals are stored on the hard drive of the VPI server. The server is located in the Communications Center, which is a physically secure location. The recorder is programmed to write-over recordings older than 90 days. (CFA 25.03MB)

- B. Supervisors and all TCOs have the ability to review all recorded conversations. Access to the recorded conversations is achieved through a secure website utilizing a user name and password.
- C. TCOs have access to immediate playback of radio or telephonic communications. (CFA 25.04M)
- D. All requests for radio, telephonic, and/or computerized information by persons other than those employed by the Cocoa Beach Police or Fire Department will be referred to the Records Division, unless Cocoa Beach Police Department is the receiving agency of a 911 call resulting in an investigation or arrest by another law enforcement agency.
 - 1. Cocoa Beach Police Officers, Fire Fighters, or TCOs may make a request to their supervisor or the Communications Manager, or designee for the recording of a specific incident in which they were involved. Any request for the recording of an incident in which they were not involved shall follow the same process as a public record request.
 - 2. In such instances in which Cocoa Beach Communications was the receiving agency for another agency's 911 call, and the investigating officer requires a copy of a 911 call, the TCO shall notify the Communications Manager of the request from an outside agency. The Communications Manager will provide the tape to the requesting officer and notify the Records Supervisor of the request and fulfillment of the request.
- E. The Communications Manager, or designee, Shift Supervisors, and Command Staff have the ability to review and create copies of recorded conversations for backup of activity reports, complaint records, quality assurance reviews, and public record or State Attorney requests received by the Records Division. The Communications Manager or Communications Supervisor will review all public records recordings prior to release to ensure compliance with Public Records law. Instructions to access the VPI Recorder recordings are located in Power DMS.VPI Recorder Instruction Manual. (Appendix C) (CFA 25.03MC)

15. **FORTIFYFL**

- A. Notifications from the FortifyFL web application to the Cocoa Beach Police Department will be sent to the Communications email group and command staff.
- B. A Major, or designee, is responsible for the acknowledgement and Proper dissemination of all tips received via the FortifyFL web application.
 - 1. A Major, or designee, will contact the Communications Center and advise them the tip was received.
 - a. If the Communications Center does not receive a call from a Major, or designee, within fifteen (15) minutes of receiving the tip they are to notify the on-duty Shift Supervisor.
 - b. The on-duty Shift Supervisor will immediately attempt to contact a Major, or designee. If unsuccessful, the on-duty Shift Supervisor will follow the chain-of-command until a member of command staff is successfully notified.
 - c. The command staff member will acknowledge the tip utilizing the FortifyFL web application and take whatever action is necessary to ensure that an appropriate response to the tip is accomplished.
 - 2. A Major, or designee, will acknowledge the tip via the FortifyFL application.
 - a. In the event the tip is not acknowledged by a member of command staff within thirty (30) minutes, a secondary notification will be sent to the Communications Center and all command staff.
 - b. Notifications will continue every fifteen (15) minutes to include automated voice notifications until the tip is acknowledged.

16. **EXTERNAL SERVICES**

- A. Upon request, TCO shall contact external services via radio, telephone or other efficient means. These services include but are not limited to: (CFA 25.07MA-E)
 - 1. Fire suppression equipment
 - 2. Environmental or human services
 - 3. Ambulances
 - 4. Aircraft
 - a. Brevard County Sheriff Office STAR
 - b. Health-First First Flight
 - 5. Wreckers

6. Taxis
- B. Personnel will have available to them
 1. Telephone numbers of all Police Department employees (CFA25.06MC)
 2. Telephone numbers of emergency service agencies (CFA 25.07MF)
 3. A map of the Cocoa Beach Police Department jurisdiction that provides a visual depiction of the Department's current service area. (CFA25.06MD)
17. **COMMUNICATION PERSONNEL RESPONSIBILITIES**

Following is a list of daily duties to be completed by TCOs. These duties include, but are not limited to:

 - A. Log into Windows
 - B. Log into ESP Software
 - C. Log into the phone system
 - D. Log into CAD
 - E. Log into email
 - F. Log into FCIC/NCIC
 - G. Print BOLOs specifically pertaining to Cocoa Beach or Brevard County
 - H. Maintain logbooks
 - I. Monitor radio traffic
 - J. Monitor the signal 21B phone
 - K. Monitor jail cameras
 - L. Monitor in-house alarms
 - M. Answer all incoming phone lines
 - N. Take phone messages for officers and email the information to them
 - O. Notify Supervisors of any equipment malfunctions or failures
 - P. Complete assigned in-house training
 - Q. Other job duties as assigned
18. **APPENDICES**
 - A. [E911 Inquiry Form](#)
 - B. [Cocoa Beach Police Communications Officer Call Taking Guidelines](#) - U:\PD Officers\Common Folders\Communications Center\Call Taker Guidelines
 - C. [VPI Recorder Instruction Manual](#)
19. **REFERENCES**

[Florida Department of Law Enforcement. Florida Administrative Code 60FF-6.005 – State E911 Plan](#)
[Florida Statute 365.172\(14\) MISUSE OF 911 OR 911 SYSTEM; PENALTY](#)
[Florida State Statute 934.03\(3\)\(g\)\(2\) – Interception and disclosure of wire, oral or electronic communications prohibited](#)
[NENA Master Glossary of 9-1-1 Terminology](#)



Scott Rosenfeld
Chief of Police
Cocoa Beach Police Department

Date: 01/30/2023